

OBSERVATION REPORT #20

KPMG Consulting observed several instances where Provisioning Completion Messages (PCMs) and Billing Completion Messages (BCMs) were received after expected time frames.

Issue

The following table lists a sample of PONs for orders that received BCMs later than what KPMG Consulting expected.

Issue	PON	VER	BCM Completion Date	BCM Received
5	018031NN0X010001	AA	09/22/00	09/28/00 12:34
6	038041NN0X000001	AA	09/28/00	10/02/00 17:05

The following table lists a sample of PONs for orders that received PCMs later than what KPMG Consulting expected.

Issue	PON	VER	PCM Completion Date	PCM Received
1	019041NN0X000002	AA	09/22/00	09/26/00 19:32
2	038041NN0X000001	AA	09/21/00	09/23/00 11:14
3	050011NN0X000005	AA	09/21/00	09/26/00 11:32
4	018031NN0X010001	AA	09/21/00	09/26/00 19:31

Assessment

Late completion messages may impede a CLEC's ability to recognize when customer accounts have changed and, therefore, may impact customer service.